

THE INFLUENCE OF FACILITIES AND SERVICE QUALITY ON PARTICIPANT SATISFACTION BPJS EMPLOYMENT MOJOKERTO BRANCH OFFICE

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Abstract

This study aims to investigate the effects of amenities and service quality on participant satisfaction at the BPJS Ketenagakerjaan Mojokerto Branch Office. The process used by applying quantitative descriptive research methodologies is known as quantitative research. This study's goal is to objectively describe the issue using figures. The study's population consists of the 196,378 current workers of the BPJS Ketenagakerjaan Mojokerto Branch Office in 2024. Additionally, the study's sample consisted of 100 responders. The results of the study indicate that participant satisfaction is highly impacted by both the quality of the facilities and the services provided, and that this impact is partially.

Keywords: Facilities, Service Quality, Participant Satisfaction

INTRODUCTION

To help workers and their families meet their basic needs, the government established Jamsostek, sometimes referred to as Employment Social Security. Established in 1995, this institution changed its name to BPJS Ketenagakerjaan in 2014. Efforts to protect workers have long been made. First, YDJS (Yayasan Dana Jaminan Sosial), the first institution established under PMP No. 48/1952 and PMP No. 8/1952, was formed to assist workers in providing health services.

The state offers social security to its population as a form of protection to ensure that their most basic needs are met. This protection covers various social situations such as poverty, old age, disability, unemployment, and family dependents. Based on Law No. 40 of 2004, social protection aims to ensure that everyone has the right to social security and a decent livelihood. Through a number of facilities, including JKK, JKM, JHT, JP, and JKP, BPJS Ketenagakerjaan ensures the security and welfare of its employees. They also offer consultations, scholarships for education, home renovation loans, and training programs.

One of the most important things a business must do if it wants to grow is marketing. The success of a company often depends on how effective its marketing efforts are in reaching the public or consumers (Buana, 2023). In the marketing process, a planned strategy is needed. A marketing strategy is a plan designed by a company to introduce products or services, reach target consumers, and drive sales. The purpose of this strategy is to help companies achieve clear and measurable marketing goals while optimizing profits.

To attract participants in the BPJS Employment program, the main aspect that needs to be considered is the level of participant satisfaction. Participant satisfaction shows how happy the client is with the product or service offered by a business. According to Oskar & Purba (2020), customer satisfaction is a perception that arises when customer expectations are not met, which can lead to disappointment; on the other hand, if perceptions match expectations, satisfaction, pleasure will be created, and they serve as a foundation for developing a sense of loyalty to goods or services. The findings of a study by Handayani et al. (2023) titled *The Effect of Service Quality and Facilities on BPJS Health Customer Satisfaction at the Ujung Kubu Health Center, Batu Bara Regency*, support this claim by showing that facilities and service quality have a significant impact on participant satisfaction. Therefore, to maintain participant satisfaction, BPJS Ketenagakerjaan needs to continue to improve the quality of services and facilities provided. The level of participant satisfaction is an important factor for the continuity of this institution because it can strengthen the positive image of BPJS Employment in the eyes of the community.

According to Oskar & Purba (2020) facilities are tangible capabilities that are available in advance and are also carried out before promotion so that companies can provide services to customers. This facility is standard for all services offered, as it promotes the level of furniture that is present and comfortable to use, and has a significant impact on customer satisfaction. This supports research conducted by Ginting and Herman (2020), entitled *The Effect of Facilities and Service Quality on Patient Satisfaction at Embung Fatimah Hospital*. According to the report, Embung Fatimah Hospital facilities greatly affect patient satisfaction. The importance of facilities for participant satisfaction is because facilities can be interpreted as a form of factor that makes customers feel satisfied with the services they receive so that they give a good and comfortable impression.

According to Syahara & Munthe (2020) service quality is a statement about one's attitude, the resulting relationship, and the comparison between performance and

expectations (expectations). Service quality has been found to have a substantial impact on participant satisfaction in a study by Putri et al. (2022) titled *The Effect of Service Quality and Service Facilities on the Satisfaction of BPJS Health Participants in Karanganyar Regency*. Outstanding customer service enables clients to feel at ease and get the anticipated rewards. This will definitely benefit the business because participants who are satisfied with their services will be more likely to use BPJS Employment insurance.

REVIEW OF LITERATURE

Facility

The study "The Effect of Facilities and Service Quality on Patient Satisfaction at Embung Fatimah Hospital" was carried out by Ginting & Herman in 2020. Quantitative methods are used in the research technique. Patients from Embung Fatimah Hospital serve as the sample. This study shows that facilities have a significant effect on patient satisfaction when considered separately, service quality has a significant impact on patient satisfaction, and both elements combined have a significant impact on participant satisfaction.

The study "The Effect of Facilities, Quality, and Service Trust on Consumer Satisfaction of BPJS Health Participants" was carried out by Pangestu in 2020. applying a quantitative method. Customers who visit the DPP Dr. Sri Umaryani Sukoharjo Regency are the research subject, and accidental sampling was employed in the study. This study demonstrates that facilities have a favorable and considerable impact on customer satisfaction, as do quality and service trust, and that the independent factors put together have a large impact as well.

Service Quality

The study "The Effect of Service Quality and Facilities on the Satisfaction of BPJS Health Participants in Karanganyar Regency" was carried out by Putri et al. in 2022. The research methodology employs a correlational approach with a quantitative point of view. The sample consisted of 100 members of the Karanganyar Regency Health BPJS, while the population consisted of all participants in the program. This study demonstrates that factors related to service quality have a significant impact on participant satisfaction to a partial extent, facilities have a significant impact, and both have a significant impact at the same time.

Putri et al. conducted a study in 2024 titled "The Effect of Health Service Quality on Patient Satisfaction of BPJS Participants at the Benteng Health Center, Selayar Islands Regency". quantitative method of the type used in research. The research's subjects were 18,778 BPJS participants who were enrolled at the Benteng Health Center, and the sample consisted of 84 people. This study found that both individually and in combination, service quality had a significant impact on patient satisfaction.

Participant Satisfaction

Handayani and colleagues conducted a study in 2023 titled "The Effect of Service Quality and Facilities on BPJS Health Customer Satisfaction at the Ujung Kubu Health Center, Batu Bara Regency" using a quantitative associative research technique. 74 replies supplied specimens, and 287 members of the BPJS Kesehatan Puskesmas Ujung Kubu Batu Bara Regency took part in the study. The results of the study show that service quality at the health center has a strong and positive influence on customer satisfaction, that facilities

have a big influence on customer satisfaction, and that combined service quality and facilities have a big influence on customer satisfaction.

Research conducted by Faiqoh, et al (2024) with the title “The Effect of Service Quality and Facilities on Outpatient Satisfaction of Specialist BPJS Health Participants at XYZBCA Hospital”. The research method uses quantitative research methods and applies purposive sampling techniques. The total research is outpatient specialist BPJS health participants at XYZBCA Hospital, and the sample of this study amounted to 384 respondents. The study's findings indicate that BPJS Health participants' satisfaction at XYZBCA Hospital is significantly and favorably impacted by the quality of services provided, that BPJS Health participants' satisfaction at XYZBCA Hospital is significantly and favorably impacted by the facilities provided, and that BPJS Health participants' satisfaction at XYZBCA Hospital is significantly impacted by both the quality of services and facilities.

RESEARCH METHOD

Applying quantitative descriptive research techniques is a methodology known as quantitative research. The goal of this study is to objectively characterize the issue using data. Furthermore, an investigation will be carried out to examine the correlation between the participant satisfaction variable (Y) and the generated variables, specifically the Facility variable (X1) and the Service Quality variable (X2).

The study's population consisted of all 196,378 workers of the BPJS Ketenagakerjaan Mojokerto Branch Office who were on duty in 2024. In this study, a non-probability sampling method called purposeful sampling was used. Thus, the number of samples included in this study will be 99,949 individuals, rounded to the nearest hundred.

Questionnaire Structure

Three primary constructs were measured by the survey: participant satisfaction, service quality, and amenities. The Likert scale, which goes from 1 to 5, is used to format the questions.

Structural Model Assessment and Hypothesis Testing

In this study, multiple linear regression analysis was employed. Additionally, two forms of hypothesis testing the t-test and the F-test were employed in this investigation. When the t-test and F-test employ a significance level of less than 0.05, there is a significant impact. Consequently, it is clear that this study has a hypothesis. The study's hypothesis is:

- H₁: Facilities (X1) partially have a significant effect on Participant Satisfaction (Y)
- H₂: Service Quality (X2) partially has a significant effect on Participant Satisfaction (Y)
- H₃: Facilities (X1) and Service Quality (X2) simultaneously have a significant effect on Participant Satisfaction (Y)

RESULTS AND DISCUSSION

Respondent Profile

Table 1
Characteristics of Respondents Based on Gender

Gender	Amount	Percentage
Male	26	26%
Female	74	74%
Total	100	100%

Source: Primary Data Processed, 2025

Based on the table above, it can be concluded that the majority of participants who were respondents in this study were female as many as 74 participants (74%). While the number of respondents who were male was 26 participants (26%).

Table 2
Characteristics of Respondents Based on Age

Age	Amount	Percentage
17-25 year	63	63%
26-35 year	21	21%
36-45 year	8	8%
46-55 year	8	8%
Total	100	100%

Source: Primary Data Processed, 2025

Based on the table above, it can be concluded that most of the respondents in this study were aged 17-25 years as many as 63 (63%). Respondents aged 26-35 years were 21 (21%). Respondents aged 36-45 years as many as 8 (8%). And respondents aged 46-55 years as many as 8 (8%). This shows that the most dominant age in this study is 17-25 years old.

Table 3
Characteristics of Respondents by Occupation

Occupation	Amount	Percentage
Private Employee	59	59%
Self-employee	21	21%
Civil Servant	9	9%
Other	11	11%
Total	100	100%

Source: Primary Data Processed, 2025

Based on the table above, it can be concluded that most of the research respondents work as Private Employees as many as 59 (59%). Furthermore, respondents who work as self-employed are 21 (21%). Respondents who work as Others are 11 (11%). And respondents who worked as civil servants were 9 (9%). This shows that the dominant occupation in this study is private employees.

Descriptive Analysis of Variables

Table 4
Descriptive Analysis of Facility Variables (X1)

Mean Indicator	Mean	Description
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Facility Conditions	4,45	Strongly Agree
Site Planning	4,35	Strongly Agree
Equipment/Furniture	4,4	Strongly Agree
Supporting Elements	4,41	Strongly Agree
Grand Mean	4,40	Strongly Agree

Source: Primary Data Processed, 2025

Based on the table above, it can be concluded that the highest mean indicator is the indicator of facility conditions of 4.45, which means strongly agree. And the grand mean on the facility variable is 4.40 which means strongly agree.

Table 5
Descriptive Analysis of Service Quality Variables (X2)

Mean Indicator	Mean	Description
Reliability	4,36	Strongly Agree
Tangibles	4,33	Strongly Agree
Responsiveness	4,32	Strongly Agree
Assurance	4,42	Strongly Agree
Empathy	4,35	Strongly Agree
Grand Mean	4,35	Strongly Agree

Source: Primary Data Processed, 2025

Based on the table above, it can be concluded that the highest mean indicator is the Assurance indicator of 4.42, which means strongly agree. And the grand mean on the service quality variable is 4.35 which means strongly agree.

Table 6
Descriptive Analysis of Participant Satisfaction Variables (Y)

Mean Indicator	Mean	Description
Overall Customer Satisfaction	4,33	Strongly Agree
Confirm Expectations	4,28	Strongly Agree
Service Quality	4,37	Strongly Agree
Safety	4,41	Strongly Agree
Grand Mean	4,35	Strongly Agree

Source: Primary Data Processed, 2025

Based on the table above, it can be concluded that the highest mean indicator is the security indicator of 4.41, which means strongly agree. And the grand mean on the participant satisfaction variable is 4.35 which means strongly agree.

Instrument Testing

1. All statement items for the facility variable are declared valid where the correlated item total correlation > 0,1966
2. All service quality variable statement items are declared valid where the correlated item total correlation > 0,1966
3. All items of the participant satisfaction variable statement are declared valid where the correlated item total correlation > 0,1966

Classical Assumption Test
Normality Test

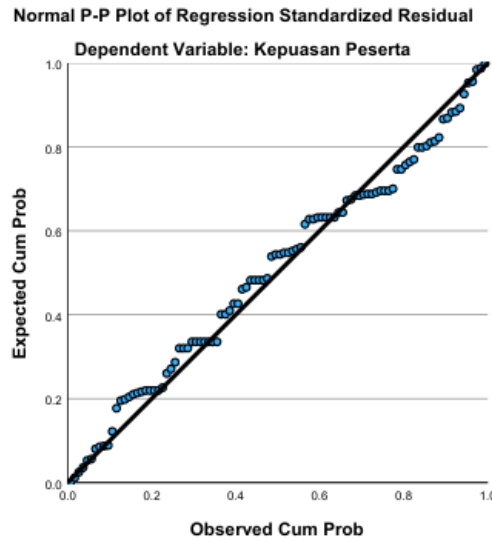


Figure 1
Normality Test Results

Source: Primary Data Processed, 2025

We can conclude that the distribution of this study is normal. This is evidenced by the data points that follow the trajectory of the diagonal line and are scattered around it.

Multicollinearity Test

Table 7
Multicollinearity Test Results

Independent Variables	Collinearity Statistics		Description
	Tolerance	VIF	
Facility (X1)	0.388	2.580	Does Not Occur Multicollinearity
Service Quality (X2)	0.388	2.580	Does Not Occur Multicollinearity

Source: Primary Data Processed, 2025

The facility variable (X1) and the service quality variable (X2) have a VIF value of $2.580 < 10$ and a tolerance value of $0.388 > 0.10$, respectively, which indicates that there is no multicollinearity in the data. Therefore, the research variables show that there is no multicollinearity.

Heteroscedasticity Test

Table 8
Heteroscedasticity Test Result

Independent Variables	Significance	Description
Facility (X1)	0.986	Does Not Occur Heteroscedasticity
Service Quality (X2)	0.329	Does Not Occur Heteroscedasticity

Source: Primary Data Processed, 2025

Given that the significance value is $0.986 > 0.05$, it can be concluded that the facility variable does not exhibit heteroscedasticity. Furthermore, the service quality variable is not heteroscedastic, as indicated by its value of $0.329 > 0.05$. Consequently, the study variables demonstrate the absence of heteroscedasticity.

Statistical Test

Multiple Linear Regression Analysis Test

Table 9
Multiple Linear Regression Analysis Test Results

Variable	Unstandardized Coefficient		t	Sig.
	B	Std. Error		
Constant	1.067	2.238	0.477	0.635
Facility (X1)	0.296	0.089	3.318	0.001
Service Quality (X2)	0.605	0.072	8.440	<0.001

Source: Primary Data Processed, 2025

From the above results, it can be concluded that:

1. If the facility variable (X1) and service quality (X2) do not affect the participant satisfaction variable, then the value of a is 1.067, which indicates a constant or unchanging condition. The participant satisfaction variable will not change if there are no independent variables.
2. The facility variable has a positive effect on participant satisfaction, according to the regression coefficient of X1, which is 0.296 if no other factors are looked at in this study. This indicates that participant satisfaction will decrease by 0.296 for every unit increase in the facility variable.
3. The regression coefficient X2 of 0.605 suggests that the service quality variable has a positive impact on participant satisfaction, assuming that no other factors are examined in this study. This implies that participant satisfaction will be impacted by 0.605 for each unit increase in the service quality variable.

Coefficient of Determination Test

Therefore, this study's coefficient of determination is 0.770, or 77.0%. This figure demonstrates that facilities (X1) and service quality (X2) have a 0.770 (77.0%) impact on the dependent variable, participant satisfaction. However, some variables are influenced by other factors that were not taken into account in this study.

Hypothesis Testing

1. t-test

Table 10
t-test

Independent Variables	t-count	t-table	Sig.	Description
Facility (X1)	3.318	1.984	0.001	Significant
Service Quality (X2)	8.440	1.984	<0.001	Significant

Source: Primary Data Processed, 2025

1. According to the facility variable's t-test results, $3.318 > 1.984$, with a significance level of $0.001 < 0.05$. Thus, if the Facility variable (X1) has a considerable impact on Participant Satisfaction (Y), then hypothesis H1 is valid.
2. The findings of the service quality variable t-test show that $8.440 > 1.984$ with a significance value of $< 0.001 < 0.05$, indicating that hypothesis H2 is supported if the service quality variable (X2) significantly affects participant satisfaction (Y).

F-test

Table 11
F-test

Model	Sum of Squares	df	Mean Square	F-count	F-table	Sig.
Regression	1242.274	2	621.137	162.629	3.09	$< 0.001^b$
1 Residual	370.476	97	3.819			
Total	1612.750	99				

Source: Primary Data Processed, 2025

In conclusion, the F count $>$ F table value is $162.629 > 3.09$, and the significance value is $< 0.001 < 0.05$. Thus, both the facility and service quality variables have a considerable impact on participant satisfaction at the same time.

The Influence of Facilities on Participant Satisfaction BPJS Employment Mojokerto Branch Office

From the hypothesis test it is said that H1 is accepted. The results of research using the t test obtained the t-count $>$ t-table, namely $3.318 > 1.98472$ and with the sig. $0,001 < 0,05$. It can be concluded that in this research there is a high impact between facilities on participant relief. Indicates that the facilities at BPJS Ketenagakerjaan Mojokerto Branch Office can meet the needs of participants, such as a peaceful waiting area, clean toilets, and a large parking lot.

Based on the results of descriptive analysis of facility variables measured through 4 indicators, namely facility conditions, place planning, equipment / furniture, and supporting elements, it is categorized as Very Good with a grand mean of 4.40 and the facility condition indicator has the highest mean value of 4.45 against related statements. With a grand mean value of 4.35, the participant satisfaction variable, which is assessed using four indicators total customer happiness, confirmation of expectations, service quality, and security can be classified as Very Good. Thus, it means that good and adequate facility variables will be able to increase the satisfaction of BPJS Ketenagakerjaan Mojokerto Branch Office participants.

The claim made by Lumempow et al. (2023) that facilities are a way for businesses to support their efforts to improve customer happiness is supported by this study. This is because the better a company's facilities are for its customers, the more satisfied those customers will be. According to Handayani et al. (2023), patron satisfaction will rise in proportion to the availability of comprehensive and sufficient amenities.

The research of Handayani et al. (2023), which discovered that the facility variable had a partially significant impact on the customer satisfaction variable, is also supported by the results of this study. Additionally, Pangestu (2020) references studies that demonstrate the significant impact of facilities on participant satisfaction. As a result, this study is

similar to earlier studies that discovered that facilities significantly affect participant satisfaction.

The Influence of Service Quality on Participant Satisfaction BPJS Employment Mojokerto Branch Office

It is known via hypothesis testing that H2 is accepted. The study's $t\text{-count} > t\text{-table}$ results, which were $8.440 > 1.98472$, and a significance value of $<0.001 < 0.05$ were reached by the use of the t test. The study's findings indicate that participant satisfaction is significantly impacted by service quality. Therefore, it demonstrates that the Mojokerto Branch office's BPJS Employment service can satisfy the participants' needs for prompt response, quality service, and other things.

Based on the results of descriptive analysis of service quality variables measured through 5 indicators, namely Reliability, Tangibles, Responsiveness, Assurance, and Empathy are categorized as Very Good at the grand mean of 4.35 and the Assurance indicator has the highest mean of 4.42 in related statements. In the meantime, four indicators were used to measure the participant satisfaction variable: overall consumer happiness, expectation confirmation, service quality, and security can be categorized as Very Good with a grand mean value of 4.35. Thus, good service factors can skyrocket the satisfaction of BPJS Ketenagakerjaan Mojokerto Branch Office participants.

According to this study, service quality is determined by how patients evaluate the quality of care they receive in relation to the standard of care they anticipate (Ramadani et al., 2023). The quality of service is considered good and fulfilling if the patient's preferences are met by the expected level of service. In order for patient satisfaction to rise with the level of care that is deemed good. In keeping with the opinion of Handayani et al. (2023) patient satisfaction will grow along with the quality of service they receive.

The findings of this study also corroborate those of Ginting & Herman's (2020) investigation, which shows that patient satisfaction is significantly and partially impacted by characteristics related to service quality. Additionally, research results backed by Putri et al. (2022) demonstrate that service quality qualities have a significant and partial impact on participant satisfaction. Therefore, this study is similar to earlier studies that discovered that service quality has a large and partial impact on participant satisfaction.

The Influence of Facilities and Service Quality on Participant Satisfaction BPJS Employment Mojokerto Branch Office

Based on the hypothesis test, H3 is accepted. The outcomes of research utilizing the t test acquired the $F\text{-count} > F\text{-table}$ number, namely $162.629 > 3.09$ and the sig. $<0,001 < 0,05$. Accordingly, this study shows that infrastructure and service quality have a significant combined impact on the relief of BPJS Employment Mojokerto Branch Office employees.

Security is classified as Very Good with a grand mean of 4.35, while the facility variable has a grand mean of 4.40, which is classified as Very Good, and the service quality variable has a grand mean of 4.35, which is classified as Very Good, according to the descriptive analysis of the participant satisfaction variable measured through four indicators: overall customer satisfaction, confirmation of expectations, and service quality. The presence of ideal facilities and service quality can increase the relief of BPJS Employment participants at the Mojokerto Branch Office.

Each of the four indicators used to measure the participant satisfaction variable has a different mean. For example, the overall customer satisfaction indicator scores 4.33,

meaning strongly agree; the confirmation of expectations indicator scores 4.28, meaning strongly agree; the service quality indicator scores 4.37, meaning strongly agree; and the security indicator scores 4.41, meaning strongly agree.

This study supports the statement from Lumempow, et al (2023) which reveals that relief or dissatisfaction is a form of member response to the assessment of understanding between desires and results. Workers feel fulfilled when facilities and service quality are stable. On the other hand, if the infrastructure and service quality are not good, customers will feel dissatisfied because the infrastructure and services provided are not good.

The study's findings corroborate those of Handayani et al. (2023), who discovered that customer happiness is significantly impacted by both facility features and service quality. Furthermore, studies supported by Ginting & Herman (2020) show that service quality and facility characteristics both affect patient satisfaction at the same time. As a result, this study is similar to previous research that discovered that participant satisfaction is influenced simultaneously by facility and service quality.

CONCLUSION

1. Participant satisfaction is significantly impacted by facilities. With a significance value of $0.001 < 0.05$, the results of the hypothesis test show that H1 is accepted when the Facility variable (X1) significantly affects Participant Satisfaction (Y).
2. Participant satisfaction is significantly impacted by service quality. With a significance value of less than 0.001 and less than 0.05, the hypothesis test findings show that H2 is acceptable when the Service Quality variable (X2) significantly affects Participant Satisfaction (Y).
3. Both the standard of the facilities and the services offered have a big influence on participant satisfaction. H3 is approved if the results of the hypothesis test indicate that Facility (X1) and Service Quality (X2) have a simultaneous impact on Participant Satisfaction (Y), with a significance value of $< 0.001 < 0.05$.

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